

# YOUTH SERVICES POLICY

<b>Title:</b> Critical Incident Stress Management Program <b>Next Annual Review Date:</b> 04/05/2011	<b>Type:</b> A. Administrative <b>Sub Type:</b> 2. Personnel <b>Number:</b> A.2.20
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<b>References:</b> ACA Standard 4-JCF-2A-30 (Performance-Based Standards for Juvenile Correctional Facilities); YS Policies A.1.8 "Emergency Operations Plan", A.2.22 "Violence-Free Workplace" and C.2.2 "Facility Riot, Hunger Strike, Employee Work Stoppage, Significant Disturbance and Hostage Situation"; the International Critical Incident Stress Foundation's manual on "Group Crisis Intervention"	
<b>Approved By:</b> Mary L. Livers, Deputy Secretary	<b>Date of Approval:</b> 04/05/2010

## I. AUTHORITY:

Deputy Secretary of Youth Services as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary

## II. PURPOSE:

To provide assistance to employees involved in critical, violent or traumatic incidents. This may include any event that has the power to emotionally overwhelm an individual's usual ability to cope and which may interfere with the functioning of a person's coping mechanism immediately or in the future.

## III. APPLICABILITY:

All employees of Youth Services (YS). Each Unit Head shall ensure that the proper procedures are in place to comply with the provisions of this policy.

## IV. POLICY:

It is the Deputy Secretary's policy to respond to critical, violent or traumatic incidents which could produce significant emotional, mental, physical and/or behavioral reactions by offering the services of a Critical Incident Stress Management Program to employees and/or their families.

## V. DEFINITIONS:

**Critical Incident Stress Management (CISM)** - an integrated system of interventions designed to prevent and/or mitigate adverse psychological reactions and to provide stabilization to an individual following a critical, violent or traumatic incident. There are several types of CISM methods to include:

*Demobilization* - a one-time, end of shift, large-group information process that occurs immediately after a unit completes its first shift for those staff working in emergency situations who have been exposed to a significant traumatic event such as a disaster.

*Defusing* - usually occurs immediately following an incident and includes a brief confidential discussion between person(s) involved and support team members. Defusing is used to restore the person's cognitive functioning and to prepare him for future stress reactions as a result of the incident.

*Critical Incident Stress Debriefing (CISD)* - a group meeting (3 to 20 individuals which includes staff from administration, security and health services) that provides a closed confidential discussion of an event to address the feelings and perceptions of those directly involved prior to, during, and after a stressful incident. The debriefing is designed to provide support to the affected individual(s) and to serve as an outlet for the views and feelings associated with the incident. CISD and related defusing processes are solidly based in crisis intervention theory. It is designed to mitigate the psychological impact of a traumatic event, to prevent the subsequent development of post-traumatic syndrome, and to provide an early identification mechanism for individuals who shall require professional follow-up subsequent to a critical, violent or traumatic incident. CISD is not therapy or a substitute for therapeutic intervention. It is a group process designed to reduce stress and enhance recovery from a stress related incident. Participation in debriefing shall not solve the problems presented by the event, but it may serve to accelerate the rate of "normal" recovery for those involved. A CISD can occur within one to ten days of the traumatic event.

***Family Liaison Officer*** - a staff member designated by the Unit Head to assist the family as needed.

***Statewide CISM Coordinator*** - a staff member designated by the Deputy Secretary to be the leader of the agency's CISM Program.

***Support Team*** - personnel appropriately trained in the use of CISM techniques. Training shall include instruction in how to recognize, understand and provide aid to those affected by stress reactions during and after critical, violent or traumatic incidents. Note: Support team members shall be trained in CISM techniques before participating in a debriefing.

***Unit Head*** - Deputy Secretary, Facility Directors, and Regional Managers.

**YS Central Office** - Offices of the Deputy Secretary, Undersecretary, Chief of Operations, Assistant Secretary, Deputy Assistant Secretaries, Deputy Undersecretary and their support staff.

## **VI. CONFIDENTIALITY STATEMENT:**

Critical incident stress debriefings are not investigatory processes and, as a result, are confidential. CISM support team members shall maintain the strict confidentiality of all matters discussed during crisis management interventions.

Exception: An exception may be allowed only when there is reason to believe a person presents a danger to himself or others (for example, threats or actions toward suicide, homicide, etc.), or there is a strong belief that a person has committed a felonious act.

## **VII. HIERARCHY OF TRAUMATIC INCIDENTS:**

### **A. Tier I: Job Related**

- Any line of duty incident involving as employee or youth fatality, brought about by other than natural causes;
- Being taken hostage or other direct involvement in a hostage situation; Significant injury to an employee sustained in the course of an altercation or confrontation with a youth; or
- Suicide of a youth under the employee's clinical or custodial supervision at the time of the suicide.

### **B. Tier II: Job Related**

- Severe automobile accident in the line of duty;
- Exposure to blood borne pathogens (HIV, etc.) via needle stick, punctures or other invasive means; or
- Witnessing assault which results in significant, life threatening injuries to a youth or staff member.

### **C. Tier III: Personal**

- Violent or traumatic injury to, or death of, an employee not in the line of duty;
- Suicide or attempted suicide of a fellow worker;
- Suicide or attempted suicide of a family member; or
- Violent or unusual death of a family member.

**VIII. USE OF CRITICAL INCIDENT STRESS MANAGEMENT TECHNIQUES:**

- A. Participation in CISM shall be mandatory for employees involved in Tier I incidents after an assessment has been made by the CISM Coordinator and found to be warranted.
- B. Participation in CISM shall be optional for employees involved in Tier II or Tier III incidents.
- C. Participation in CISM is critically important but shall be optional for the families of the primary employee who has been involved in a critical, violent or traumatic incident. Family notification of the incident shall be the responsibility of the Unit Head or designee. At the time of notification, the Unit Head, or designee, shall assign a Family Liaison Officer to assist the family.
- D. The Family Liaison Officer shall be responsible for the following:
  - 1. Immediately contact the family and establish rapport between the Unit and the family;
  - 2. Establish a family spokesperson who shall:
    - a. Exchange pertinent information;
    - b. Make requests on behalf of the family; and
    - c. Make decisions for the family.
  - 3. Advise the Unit Head of family requests and provide assistance that is deemed appropriate to the situation.
  - 4. Advise the family of the availability of the CISM support team.
  - 5. Coordinate services or referrals to outside resources if requested.
  - 6. Maintain daily contact with the family during the crisis and provide follow-up contacts as necessary.

**IX. PROCEDURES:**

- A. Statewide CISM Coordinator:

The Deputy Secretary shall designate a Statewide CISM Coordinator for Youth Services. The Statewide CISM Coordinator shall work with the affected Unit Head, or designee, to ensure that the CISM technique is accomplished.

**B. Tier I Incidents:**

In the event of a critical, violent or traumatic incident, the Unit Head, or designee, shall contact the Statewide CISM Coordinator who shall initiate an assessment of all Tier I incidents to determine if CISM techniques shall be mandated.

**C. Tiers II and III Incidents:**

CISM is optional for Tier II and Tier III incidents and may be discussed with the Statewide CISM Coordinator and/or the affected employee to determine if a CISM technique is warranted and desired.

**D. Critical Incident Stress Management Techniques**

**1. Demobilizations:**

Demobilizations shall occur before the end of the first shift during an emergency response. The main function of this event is to provide:

- a. practical information about the event;
- b. a rest break after disaster work before returning home or non-disaster related duties, and
- c. provide the opportunity for assessment of personnel to identify staff who might need additional support.

**2. Defusing:**

Defusing shall occur within 8 to 12 hours of an incident and shall include a confidential discussion between person(s) involved and support team members. In addition, defusing is used to restore the person's cognitive functioning and to prepare him/her for future stress reactions as a result of the incident.

**3. Critical Incident Stress Debriefings:**

Debriefings shall occur within one to three days in acute situations, but one to ten days after most other incidents. Debriefing is designed to provide support to the affected individual(s) and to serve as an outlet for the views and feelings associated with the incident. Critical incident stress debriefings are not investigatory processes and, shall be confidential. (See definition for full explanation.)

**E. Reporting:**

Once an incident has occurred, the facility or regional duty officer shall inform the Central Office Duty Officer who will, in turn, notify the Deputy Secretary of the incident, including any Incident Reports or other documents forwarded.

**F. Written Notification:**

Written notification shall be forwarded to the Deputy Secretary within 48 hours once the CISM technique has been completed [see "Critical Incident Stress Management Completion Form" Attachment A.2.20 (a)].

**X. RECORD KEEPING:**

Critical incident reports, minutes of review sessions, completed summary documents.

**XI. TRAINING REQUIREMENTS:**

All members of the Critical Incident Stress Management Team are required to attend a course, in at least, Group Crisis Intervention, approved by the International Critical Incident Stress Foundation and only utilize techniques as dictated in their latest approved manual on Group Crisis Intervention.

**XII. CISM TEAM ANNUAL REVIEW:**

The CISM team will be reviewed at least annually, or as needed, to allow for the recruitment of new members and to review possible training needs. All Office of Juvenile Justice employees are eligible to become a member of the team provided they commit to report to duty to serve on the team as needed at anytime and have satisfactorily completed the training requirements.

**XIII. CRITICAL INCIDENT REVIEW:**

After any critical incident occurs, a review will occur within two weeks of the incident. Staff will be coordinated to provide information about the incident and actions following the incident. The following will be reviewed:

- staff and youth actions during the incident;
- the incident's impact on staff and youth;
- corrective actions taken and still needed; and
- plans for improvement to avoid another incident.

This review of the incident is to occur as soon as possible when enough information has been gathered. All critical incidents should be reviewed by administration, Youth Care staff, and health services. The two week follow up review should occur to review the validity and appropriateness of all policies, plans, and information used during the critical incident and immediately after. All staff impacted by the critical incident should be included in the review and referred for Critical Incident Stress Management Services utilizing one of the techniques described in this policy. Employees are only mandated to participate in such services if a Tier I incident occurs.

**Previous Regulation/Policy Number:** A-02-024 / A.2.20

**Previous Effective Date:** 07/25/2001



**Attachments/References:** A.2.20 (a) Critical Incident Stress Management Completion Form 4-10.docx